Managing Installation Tasks Using RT

Chuck Boeheim SLAC

The Problem

- Installation workload had grown
- More, smaller orders coming in
- Multiple groups involved, with dependencies
- Confusion, dropped work, stalls

Project Management SW?

- Tends to be heavyweight
- Manages one project well, not many
- Learning another tool

Can RT do it?

- RT manages tasks well
- RT has requestors, owners, dependencies, time tracking
- Everyone was familiar with it
- Is this the "hammer syndrome"?

Designing the Installation Queue

- Single queue set up
- Each ticket has fields to check off:
 - Order Status
 - Hostname
 - DNS
 - Rack
 - Power
 - Network ... and a few more



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Create a new ticket Show basics · Show details Create a new ticket . boeheim 💠 Queue: Status: Owner: installation new marshall@slac.stanford.edu Requestors: Cc: (Sends a carbon-copy of this update to a comma-delimited list of email addresses. These people will receive future updates.) Admin Cc: (Sends a carbon-copy of this update to a comma-delimited list of administrative email addresses. These people will receive future updates.) Install two new machines for KIPAC Subject: KP01 OS Install Hostname (no value) KP02 Enter multiple values Select one value Required* Completed Project . Req Select one value Enter one value (no value) 💠 PlanningBudget Order Status (no value) Enter one value Select one value Requirements PlanningNetwork Ordering Enter one value Vendor Arrived PlanningPower Enter one value Power (no value) Select one value Required* PlanningProposal Completed Fill in one wikitext area Network (no value) Select one value PlanningRackspace Required* Enter one value Completed Rack (no value) Select one value Required* Completed

RT for SLAC

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New Search · Edit Search · Advanced · · · Show Results · · · Bulk Update · #53576

Display · History · Basics · Dates · People · Links · Reminders · · · Jumbo

#53576: Two X2200 servers for KIPAC

Comment · Reply · Resolve · Delete · Extract Article · Stall

Ticket metadata

The Basics

Hostname:

Custom Fields

(no value) Project: KIPAC Order Status: Ordering Power: Completed Required* Network: Rack: Completed Arrays: (no value) DNS: Required OS Install: Required* 127280 Req: PlanningBudget: (no value) PlanningNetwork: 2 Gb ports PlanningPower: 2 2 amp circuits PlanningProposal: (no value) PlanningRackspace: 2 RU

People

Attachments

T-US-881048-B.pdf

Wed Sep 06 12:39:25 2006 (57.7k) by boeheim

Links

V

Depends on: Depended on

Dates

Reminders

by:

Parents:

Children:

- 53577: DNS::Two X2200 servers for KIPAC [new]
- 53578: Network::Two X2200 servers for KIPAC
- 53579: OS::Two X2200 servers for KIPAC [new]
- 53580: Power::Two X2200 servers for KIPAC [resolved]
- 53581: Rack::Two X2200 servers for KIPAC [resolved]

Refers to: Referred to

by:

Child Tickets for Sub-tasks

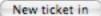
- Create a child ticket for each required step
- Assign child ticket to responsible party
- Tasks can proceed in parallel if possible
- Each person can maintain own queue of requests
- Resolving a child ticket updates parent status

Attachments and Links

- PDFs or spreadsheets with specs, layouts, etc
 can be attached to the ticket
- Link to purchasing system to track status of order
- Any other web bookmark can be stored in the ticket as well

Installation Dashboard

- Need an overview of what's in progress
- Need to slice it to see what's waiting for any given group
- Need to summarize requirements for power, space, etc.







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Found 27 tickets

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	Dan Opania								
#	Subject	Status		Order Status		Power		OS Install	Arrays
	Requestors	Last Updated	_	Req	Needs	Needs	Needs		
55825	sulky51 server/disks for Atlas	open	yangw		Completed	Completed	Completed	Required*	Required*
	richard.mount@slac.stanford.edu	24 min ago							
55988	More disk space needed for 'bbr-tstmysql'	open	boeheim						Required*
	gapon@SLAC.Stanford.EDU	5 hours ago	BaBar						
55461	oappsrv3: Machine Configuration Request	new	shirley						
	ian@SLAC.Stanford.EDU	21 hours ago							
54731	Request Two Machines Be Configured in EPN2-DMZ2	new	shirley						
	ian@SLAC.Stanford.EDU	21 hours ago							
54568	Machine Install in EPN2-UNIX	open	shirley	Arrived	Completed	Completed	Completed		Completed
	ian@SLAC.Stanford.EDU	21 hours ago	BSD						
42796	servers for our DNS name services	open	shirley						
	randy@slac.stanford.edu	21 hours ago	Infra						
55962	Web server for IEPM	open	boeheim		Required*	Required*	Required*	Required*	
	cottrell@slac.stanford.edu	24 hours ago							
55961	MCCORA2-MGT Added	new	shirley						
	helpdesk@slac.stanford.edu	24 hours ago							
54740	Two X4100 servers for networking	open	boeheim	Vendor	Completed	Completed	Required*	Required*	
	cottrell@slac.stanford.edu	26 hours ago		127169	2 RU	2 2 amp circuits	2 Gb ports		
53175	Interactive and Build machines	open	ljm	Arrived	Completed	Completed	Required*	Required*	
	boeheim@slac.stanford.edu	36 hours ago	BaBar	125486					
53576	Two X2200 servers for KIPAC	open	boeheim	Ordering	Completed	Completed	Required*	Required*	
	marshall@SLAC.Stanford.EDU	2 days ago	KIPAC	127280	2 RU	2 2 amp circuits	2 Gb ports		
44368	New sulky50 for LCD development	open	boeheim	Arrived	Completed	Completed	Completed	Required*	Completed
	boeheim@slac.stanford.edu	2 days ago	LCD	125494					
55857	Upgrading/converting datamove27	new	shirley						
	shirley@slac.stanford.edu	3 days ago							
51427	New TIS Servers	open	shirley	Arrived	Completed	Completed	Completed	Required*	
	travis@SLAC.Stanford.EDU	3 days ago	TIS	125495					
45453	[Fwd: LSST-DEV02.SLAC.STANFORD.EDU Added]	open	boeheim	Arrived	Completed	Completed	Completed	Required*	Required*
	becla@SLAC.Stanford.EDU	3 days ago	LSST	125467					
50034	Installation for Dave Aston, RD, of 8 batch systems, yili0129-yili0136	open	neal	Arrived	Completed	Completed	Completed	Completed	
	randu@clac stanford odu	4 days 200	DD.	125402		•		•	

admin-mtg



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Found 8 tickets

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#	Subject Requestors	Status Last Updated	Owner Project	Order Status Req	Rack Needs	Power Needs	Network Needs	OS Install	Arrays
55962	Web server for IEPM	open	boeheim		Required*	Required*	Required*	Required*	
	cottrell@slac.stanford.edu	24 hours ago							
52499	db-serv[01-04] X4100 installation George Crane	open	shirley	Arrived	Completed	Required*	Required*	Required*	
	crane@slac.stanford.edu, hogabmi@SLAC.Stanford.EDU	7 days ago	BSD	125498	4 RU	4 2amp circuits	4 Gb ports		
54833	New Windows Systems	open	btscott		Required*	Required*	Required*		
	btscott@SLAC.Stanford.EDU	9 days ago							
52443	New surrey for BaBar group space	open	boeheim	Ordering	Required*	Required*	Required*	Required*	
	boeheim@slac.stanford.edu	10 days ago	BaBar	126915					
54732	Three new BaBar file servers purpose TBD	open	boeheim	Vendor	Required*	Required*	Required*	Required*	Required*
	gpdf@SLAC.Stanford.EDU	2 weeks ago		127169	18 RU	18 2amp circuits	3 Gb ports		
53196	Install database servers	new	boeheim	Arrived	Required*	Required*	Required*	Required*	Required*
	crane@slac.stanford.edu	2 weeks ago		125498	16 RU	16 2 amp circuits	5 Gb ports		
53189	Install mysql servers	new	boeheim	Arrived	Required*	Required*	Required*	Required*	
	crane@slac.stanford.edu	2 weeks ago	BSD	125498	6 RU	6 2 amp circuits	6 Gb ports		
53998	New file server for RD group	new	boeheim	Vendor	Required*	Required*	Required*	Required*	Required*
	boeheim@slac.stanford.edu	2 weeks ago	RD	127169	4 RU	4 2 amp circuits	1 Gb port		

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where power = 'Required'

Another step: Planning Queue

- Lead times for power upgrades can be long
- Networking needs time to plan infrastructure
- Starting when orders are placed is too late
- Try to capture possible orders as soon as groups mention them to us

Queue Design

- Modeled on Installation queue without the workflow
- Added information about how many amps,
 square feet, network ports, might be needed
- Move to the Installation queue when it becomes an order

Logged in as boeheim | Preferences | Logout

New ticket in

admin-mtg

Save

Search

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New Search · Edit Search · Advanced · · · Show Results · · · Bulk Update · #54295

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#54295: SL8500 Library

Next > · Last >>

Open · · · Comment · Reply · Resolve · Delete · Extract Article · Stall

Ticket metadata

The Basics

54295 Id: Status: new Left: 0 min Priority: 0/0 Queue: Planning

Custom Fields

Hostname: (no value) Project: BaBar

PlanningProposal:

Begin conversion from Powerhorn tape robots to

SL8500 libraries, and to T10000 tape drives.

Proposal acquires one library, 6500 slots, eight tape drives, and trades in one Powderhorn library, which

we are currently not using.

PlanningBudget: \$44K PlanningNetwork: (no value) PlanningPower: (no value) 6x12ft PlanningRackspace:

Reminders

New reminder:

Subject:

Owner: Nobody

Choose a date Due (yyyy/mm/dd):

Dates

Created: Thu Sep 14 17:41:56 2006

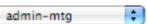
Starts: Not set Started: Not set Last Contact: Not set Due: Not set Closed: Not set

Updated: Thu Sep 14 17:44:00 2006 by boeheim

Links







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SLAC @ SCCS

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#	Subject Requestors	Status Last Updated	Owner Project	Starts	Budget	Rackspace	Network	Power
54295	SL8500 Library	new	boeheim	Not set	\$44K	6x12ft		
	boeheim@slac.stanford.edu	3 weeks ago	BaBar					
54297	BaBar fall disk purchase	new	boeheim	Not set	\$400K	6 racks	35 Gb ports	105 2 amp outlets
	gpdf@SLAC.Stanford.EDU	3 weeks ago	BaBar					
54300	KIPAC Lustre Servers	new	randym	Not set			5 Gb ports	
	marshall@SLAC.Stanford.EDU	3 weeks ago	KIPAC					
54302	Networking and Security machines	new	boeheim	Not set				
	gtb@slac.stanford.edu	3 weeks ago	Infra					
54303	GLAST CY06 IFC Disk Purchase	new	boeheim	Not set	\$200K	1 rack	6 Gb ports	18 2 amp circuits
	richard@SLAC.Stanford.EDU	3 weeks ago	GLAST					
54304	GLAST FY07 purchase plans	new	boeheim	Not set		4 racks	68 Gb ports	88 2 amp outlets
	richard@SLAC.Stanford.EDU	3 weeks ago	GLAST					
54298	ATLAS Tier 2 initial purchase	open	boeheim	Not set	\$400K	4 racks	61 Gb ports	160 2 amp outlets
	young@slac.stanford.edu	3 weeks ago	ATLAS					
54299	KIPAC IB Cluster	open	randym	Not set		128 RU	128 Gb ports	128 2 amp outlets
	marshall@SLAC.Stanford.EDU	2 weeks ago	KIPAC					
54834	30 Windows Systems in December	new	btscott	Not set				
	btscott@SLAC.Stanford.EDU	10 days ago						

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